

BROADBAND ADOPTION METRICS

As of September 30, 2016

Metrics to be reported semi-annually to the FCC:	Preceding 6-month Period April 1, 2016 – September 30, 2016	Cumulative October 1, 2011 – September 30, 2016
<ul style="list-style-type: none"> ▪ Total qualifying customers who purchased broadband under discount program, by speed tier 	7,493	97,691
<ul style="list-style-type: none"> ▪ Qualifying customers who purchased up to and including 1.5M 	1,608	35,383
<ul style="list-style-type: none"> ▪ Qualifying customers who purchased up to and including 5M 	887	12,468
<ul style="list-style-type: none"> ▪ Qualifying customers who purchased speeds higher than 5M 	4,998	49,840
<ul style="list-style-type: none"> ▪ Qualifying customers who purchased computers under discount program 	150	3,647
<ul style="list-style-type: none"> ▪ Number of training DVDs and CDs shipped 	Not applicable/CDs and DVDs were not used	Not applicable
<ul style="list-style-type: none"> ▪ Number of enrolled customers who continue to subscribe to CenturyLink broadband service following expiration of their participation in the Adoption Program 	27,882 (of 81,642)	27,882 (of 81,642)
<ul style="list-style-type: none"> ▪ Total broadband adoption in the combined territory (residential) 	21.86%	21.86%
<ul style="list-style-type: none"> ▪ Total cost to the company of the Adoption Program 	\$1,642,796	\$9,111,051
<ul style="list-style-type: none"> ▪ Number of qualifying customers who discontinued CTL or Q broadband service 	8,330	59,419